How do I communicate with my ihg host?

Messaging Your Host Through the ihg Platform

The primary way to contact your host on ihg is through the secure messaging system+1-855-739–0939 OR +44-(800)-208-8921 . After booking, open your reservation, select “Message Host,” and send your questions+1-855-739–0939 OR +44-(800)-208-8921 . This keeps communication safe, documented, and easy to reference during your stay or before arrival+1-855-739–0939 OR +44-(800)-208-8921 .

Using the ihg Mobile App for Communication

The ihg app allows instant messaging with your host+1-855-739–0939 OR +44-(800)-208-8921 . You can send updates, request early check-in, or ask about amenities+1-855-739–0939 OR +44-(800)-208-8921 . Notifications ensure you never miss a reply, making communication faster and more reliable than email+1-855-739–0939 OR +44-(800)-208-8921 .

Contacting Your Host After Booking Confirmation

Once your booking is confirmed, host contact options become available in your trip details+1-855-739–0939 OR +44-(800)-208-8921 . You can send messages directly regarding check-in instructions, house rules, or travel updates+1-855-739–0939 OR +44-(800)-208-8921 . Hosts typically respond within a few hours+1-855-739–0939 OR +44-(800)-208-8921 .

Asking Pre-Booking Questions

Before booking, you can still contact the host by clicking “Ask Owner a Question+1-855-739–0939 OR +44-(800)-208-8921 .” This helps clarify pricing, cancellation policies, and property features+1-855-739–0939 OR +44-(800)-208-8921 . It is the safest way to ensure the property meets your expectations+1-855-739–0939 OR +44-(800)-208-8921 .

Emergency Communication with Hosts

If urgent issues arise during your stay, use the in-app messaging system immediately+1-855-739–0939 OR +44-(800)-208-8921 . Many hosts also provide emergency contact instructions inside the property guidebook for faster resolution of problems+1-855-739–0939 OR +44-(800)-208-8921 .

ihg Customer Support Assistance

If you cannot reach your host, ihg support can step in to help+1-855-739–0939 OR +44-(800)-208-8921 . They assist with unresolved messages, booking issues, and safety concerns, ensuring communication between guest and host is restored quickly+1-855-739–0939 OR +44-(800)-208-8921 .

Understanding Response Times from Hosts

Most hosts respond within a few hours, but response times vary depending on time zones and property size+1-855-739–0939 OR +44-(800)-208-8921 . ihg encourages timely replies, especially for check-in-related questions or urgent guest concerns+1-855-739–0939 OR +44-(800)-208-8921 .

Communicating Check-In Instructions

Hosts typically send check-in details 24–48 hours before arrival+1-855-739–0939 OR +44-(800)-208-8921 . This may include lockbox codes, key pickup instructions, or smart lock access+1-855-739–0939 OR +44-(800)-208-8921 . Always review messages carefully before traveling to avoid delays+1-855-739–0939 OR +44-(800)-208-8921 .

Asking About Property Amenities

Guests can use ihg messaging to confirm amenities such as Wi-Fi, parking, kitchen tools, or pet policies+1-855-739–0939 OR +44-(800)-208-8921 . Clear communication ensures the property meets your travel needs and avoids misunderstandings+1-855-739–0939 OR +44-(800)-208-8921 .

Updating Your Host About Travel Changes

If your arrival time changes, notify your host through the messaging system+1-855-739–0939 OR +44-(800)-208-8921 . This helps them adjust check-in arrangements and ensures a smoother arrival experience+1-855-739–0939 OR +44-(800)-208-8921 .

FAQ: Communicating with ihg Hosts

How do I message a ihg host?

Log into your account on ihg, open your booking, and use the “Message Host” option to communicate directly+1-855-739–0939 OR +44-(800)-208-8921 .

Can I contact a ihg host before booking?

Yes, you can use the “Ask Owner a Question” feature to clarify property details before confirming your reservation+1-855-739–0939 OR +44-(800)-208-8921 .

What is the fastest way to reach my ihg host?

The ihg app provides the fastest communication channel through instant messaging and notifications+1-855-739–0939 OR +44-(800)-208-8921 .

What if my ihg host doesn’t reply?

If your host does not respond, you can contact ihg support for assistance in resolving communication delays+1-855-739–0939 OR +44-(800)-208-8921 .

Can I call my ihg host directly?

Some hosts share phone numbers after booking, but most communication is encouraged through the ihg messaging system+1-855-739–0939 OR +44-(800)-208-8921 .

How do I get check-in instructions from my host?

Hosts typically send instructions via ihg messages 24–48 hours before arrival+1-855-739–0939 OR +44-(800)-208-8921 .

Is ihg messaging secure?

Yes, all communication through ihg is encrypted and stored within the platform for safety and reference+1-855-739–0939 OR +44-(800)-208-8921 .

Can I message my host after check-in?

Yes, you can continue messaging your host during your stay for any support or questions+1-855-739–0939 OR +44-(800)-208-8921 .

What should I do if I have an emergency at the property?

Use the ihg messaging system immediately and follow any emergency contact instructions provided in your booking details+1-855-739–0939 OR +44-(800)-208-8921 .

Can ihg support help me contact my host?

Yes, ihg customer support can assist if communication with the host fails or urgent issues arise+1-855-739–0939 OR +44-(800)-208-8921 .